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| To: | Examiner Isaac M. Woo | From: | Steven Fischman |
| Fax: | 703-872-9306 | Pages: | 19 pages including cover sheet |
| Phone: | | Date: | 6/7/2004 |
| Re: | U.S. Serial No. 09/778,378 Group Art Unit: 2172 Confirmation No: 6851 Docket No. YOR920000766US1 (14069) | | |
| CC: | | | |

Attached hereto:


1. Certificate of Transmission By Facsimile
2. Amendment Transmittal Letter (in duplicate)
3. Amendment

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|---|---|--|--------------------------------------|--|
| CERTIFICATE OF TRANSMISSION BY FACSIMILE (37 CFR 1.8) | | | Docket No. | |
| Applicant(s): Debra L. Biebesheimer, et al. | | | YOR920000766US1(14069) | |
| Serial No. 09/778,378 | Filing Date February 7, 2001 | Examiner Isaac M. Woo | Group Art Unit 2172 | |
| Invention: CUSTOMER SELF SERVICE SUBSYSTEM FOR CLASSIFYING USER CONTEXTS | | | | |
| Confirmation No: 6851 | | | | |
| <p>I hereby certify that this <u>AMENDMENT</u> (Identify type of correspondence)</p> <p>is being facsimile transmitted to the United States Patent and Trademark Office (Fax. No. <u>703-872-9306</u>)</p> <p>on <u>June 7, 2004</u> (Date)</p> <p style="text-align: center;"><u>Steven Fischman</u> (Typed or Printed Name of Person Signing Certificate)</p> <p style="text-align: center;"> (Signature)</p> <p style="text-align: center;">Note: Each paper must have its own certificate of mailing.</p> | | | | |

P18/REV01

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|---|---|-------------------------------------|--|---|---------------------------|
| AMENDMENT TRANSMITTAL LETTER (Large Entity) | | | | Docket No. YOR920000766US1 (14069) | |
| Applicant(s): Debra Beibesheimer, et al. | | | | | |
| Serial No. 09/778,378 | Filing Date February 7, 2001 | Examiner Isaac M. Woo | Group Art Unit 2172 | | |
| Invention: CUSTOMER SELF SERVICE SUBSYSTEM FOR CLASSIFYING USER CONTEXTS | | | | | |
| Confirmation No: 6851 | | | | | |
| <u>TO THE COMMISSIONER FOR PATENTS:</u> | | | | | |
| Transmitted herewith is an amendment in the above-identified application. The fee has been calculated and is transmitted as shown below. | | | | | |
| CLAIMS AS AMENDED | | | | | |
| | CLAIMS REMAINING AFTER AMENDMENT | HIGHEST # PREV. PAID FOR | NUMBER EXTRA CLAIMS PRESENT | RATE | ADDITIONAL FEE |
| TOTAL CLAIMS | 27 - | 27 = | 0 x | \$18.00 | \$0.00 |
| INDEP. CLAIMS | 3 - | 3 = | 0 x | \$86.00 | \$0.00 |
| Multiple Dependent Claims (check if applicable) <input type="checkbox"/> | | | | | \$0.00 |
| TOTAL ADDITIONAL FEE FOR THIS AMENDMENT | | | | | \$0.00 |
| <input checked="" type="checkbox"/> No additional fee is required for amendment. <input type="checkbox"/> Please charge Deposit Account No. _____ in the amount of _____ <input type="checkbox"/> A check in the amount of _____ to cover the filing fee is enclosed. <input checked="" type="checkbox"/> The Director is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account No. 50-0510/IBM <input checked="" type="checkbox"/> Any additional filing fees required under 37 C.F.R. 1.16. <input checked="" type="checkbox"/> Any patent application processing fees under 37 CFR 1.17. | | | | | |
|  Signature | | | Dated: June 7, 2004 | | |
| Steven Fischman Registration No. 34,594 Correspondence Address Customer No. 23389 | | | <div style="border: 1px solid black; padding: 5px;"><div>I certify that this document and fee is being deposited on _____ with the U.S. Postal Service as first class mail under 37C.F.R. 1.8 and is addressed to the for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.</div><div style="border-top: 1px solid black; height: 20px; margin-top: 10px;"></div><div style="border-top: 1px solid black; height: 20px; margin-top: 10px;"></div></div> | | |
| CC: | | | | | |

P11LARGE/REV08